

NORTH YORKSHIRE COUNTY COUNCIL**SCRUTINY OF HEALTH COMMITTEE****6 September 2013****Initiatives to Improve Access to Emergency/Urgent Care in the Hambleton,
Richmondshire and Whitby Area****Purpose of Report**

1. The purpose of this report is to update the Committee on initiatives taking place across Hambleton, Richmondshire and Whitby to improve access to urgent and emergency healthcare services.

Context - Ambulance Emergency Response Times – Base Data

2. As a trust Yorkshire Ambulance Service (YAS) has made significant improvements in response time over the last 4 years:

| A&E Performance | | | | | |
|--|-----------------|---------------------------|---------------------------|---------------------------|---------------------------|
| Category | Standard | 2009/10 Actual | 2010/11 Actual | 2011/12 Actual | 2012/13 Actual |
| Category A/Red - 8-minute response | 75% | 70.8% | 73.5% | 75.7% | 75.3% |
| Category A/Red - 19-minute response | 95% | 96.7% | 97.3% | 97.7% | 97.0% |

Ref: YAS Integrated Business Plan Summary 2013/14 to 2017/18

3. As well covering the large urban conurbations of the Leeds and Bradford areas YAS covers the large rural and sparsely populated areas of North Yorkshire. Across the Hambleton, Richmondshire and Whitby area the response times are:

July 2013

| | |
|--|--------------------------|
| Total number of emergency Red (Red 1 and Red 2) calls received | 505 |
| % response Red 1 calls within 8 mins (National target: 75%) | 69.0% (29/42 calls) |
| % response Red 2 calls within 8 mins (National target: 75%) | 62.4% (289/463 calls) |
| % response Red 1 calls within 19 mins (National target: 95%) | 81.0% (34/42 calls) |
| % response Red 2 calls within 19 mins (National target: 95%) | 86.1% (399/463 calls) |

Year to Date

| | |
|---|---------------------------|
| Total number of emergency Red (Red 1 and Red 2) calls received | 1,972 |
| % response Red 1 calls within 8 mins (National target: 75%) | 57.1% (72/126 calls) |
| % response Red 2 calls within 8 mins (National target: 75%) | 64.9% (1,198/1,846 calls) |
| % response Red 1 calls within 19 mins (National target: 95%) | 88.1% (111/126 calls) |
| % response Red 2 calls within 19 mins (national target: 95%) | 90.3% (1,667/1,846 calls) |
| Average time taken to achieve the national response standard of 8 mins 75% of the time for all Red calls. | 10 minutes 50 seconds |
| Average time taken to achieve the national transport standard of 19 mins 95% of the time for all Red calls. | 23 minutes 50 seconds |

Note

Both Red 1 and Red 2 calls are life threatening events potentially and require an 8 minute response, however Red 1s are a slightly higher clinical priority than Red 2s.

Initiatives

4. YAS has been working consistently to improve how it responds to calls in rural areas. This work has included developing new pathways to better meet the needs of communities in those areas.
5. With the advent of the new Clinical Commissioning Groups (CCGs) the work has been given even more impetus. In the Hambleton, Richmondshire and Whitby area YAS is working in partnership with the CCG to develop and introduce a range of initiatives, including:
 - GP in-hours triage – between 8.00am and 6.00pm Monday to Friday (excluding Bank Holidays) a YAS ambulance crew once having assessed the clinical condition of the patient and concluding that the patient could be dealt with in primary care (i.e. does not require an A&E attendance), would contact the patient's GP practice directly from the scene and arrange (if the primary care clinician is in agreement) a home visit, a GP appointment or will transport the patient direct to the GP surgery for immediate treatment. The process is now operational.
 - Additional YAS stand-by points agreed in Bedale (Bedale Health Centre), Catterick Village (Dr Troughton's GP practice) and Richmond (Richmond "Co-op"). These are geographically good locations from which to deploy ambulance responses to 999 emergency calls. New YAS stand by points are planned to be operational before the winter.

- Paramedic Practitioners - additionally skilled paramedics - located in Sleights GP Practice and Harewood Catterick Garrison GP Practice (Mon - Fri, normal "in hours" shift times) - respond to 999 Red calls in the local area and also receive patient referrals direct from practice GPs.
 - GP urgent pathway – YAS PTS crews can be used to transfer GP Urgent patients to hospital instead of YAS A&E crews - pathway established and operational.
 - Co-response initiatives with North Yorkshire Fire and Rescue Service and North Yorkshire Police.
 - Community 1st Responders (CFR Schemes) including static defibrillator points. This has involved extensive engagement and publicity for instance with local authorities, voluntary services/groups and GPs to promote the schemes and their benefits across the CCG area.
6. It is envisaged that these initiatives will also enable YAS to prioritise calls more effectively which will then contribute to a reduction in emergency response times in rural areas more generally.

Recommendation

7. That Members note and offer comment on the developments taking place across the HRW CCG area to improve access to urgent and emergency healthcare services.

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Background Documents: None